

## **September 2001 Performance Measure Survey**

### **Summary of Findings**

- 23% response rate (75 of 325)
- Responses overwhelmingly positive, averaging 3.3 to 4.3 on a scale of 1 - 5
- Somewhat higher level of satisfaction for current services than for new services.
- Individual comments covered wide range of services, with clusters around:
  - Excellent service provided by Helpdesk
  - Need for improvements in Remote Access
  - Variety of requests related to Loaner Pool

## September 2001 Performance Measure Survey

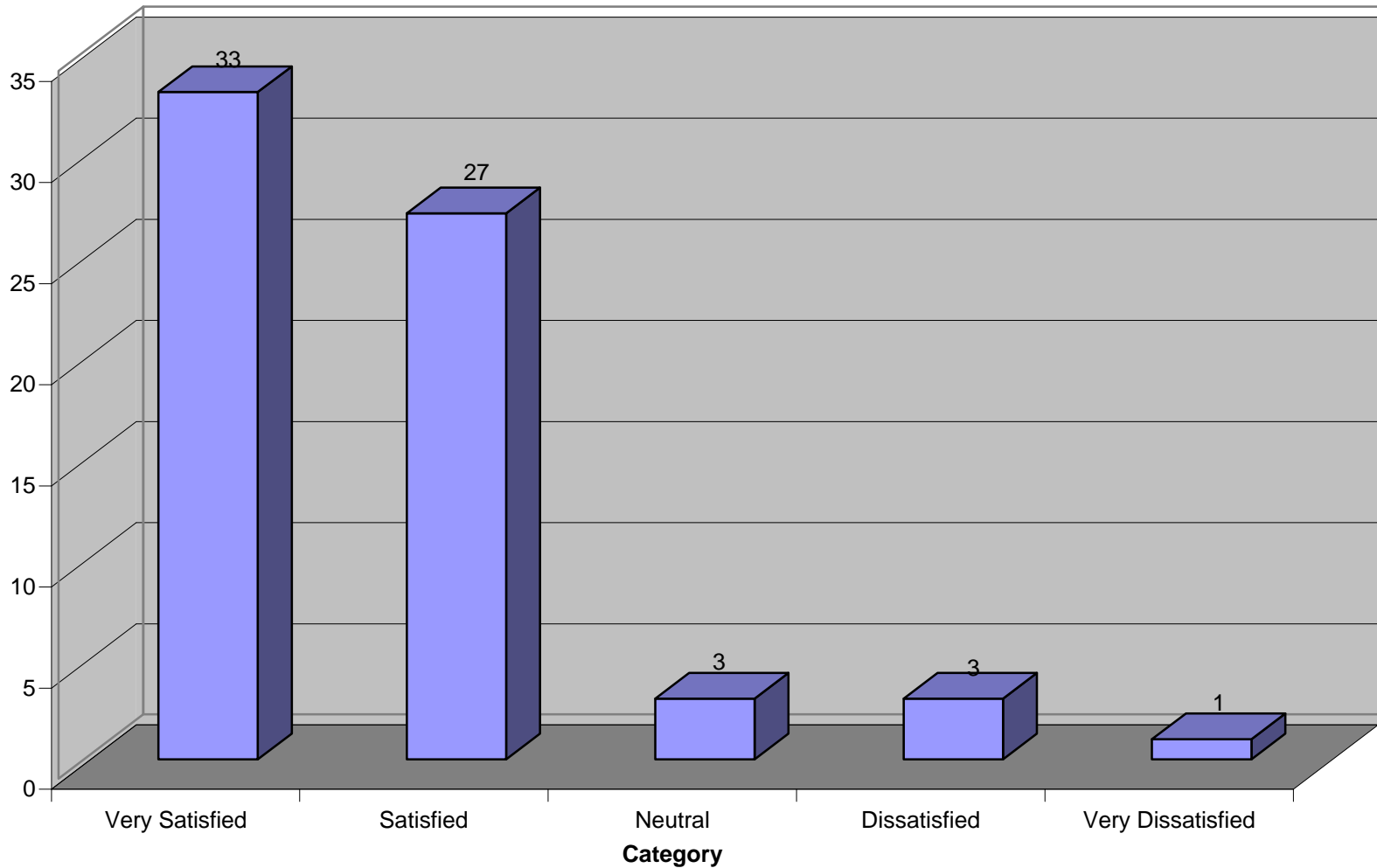
### Survey Result Averages

Based on the following scale:

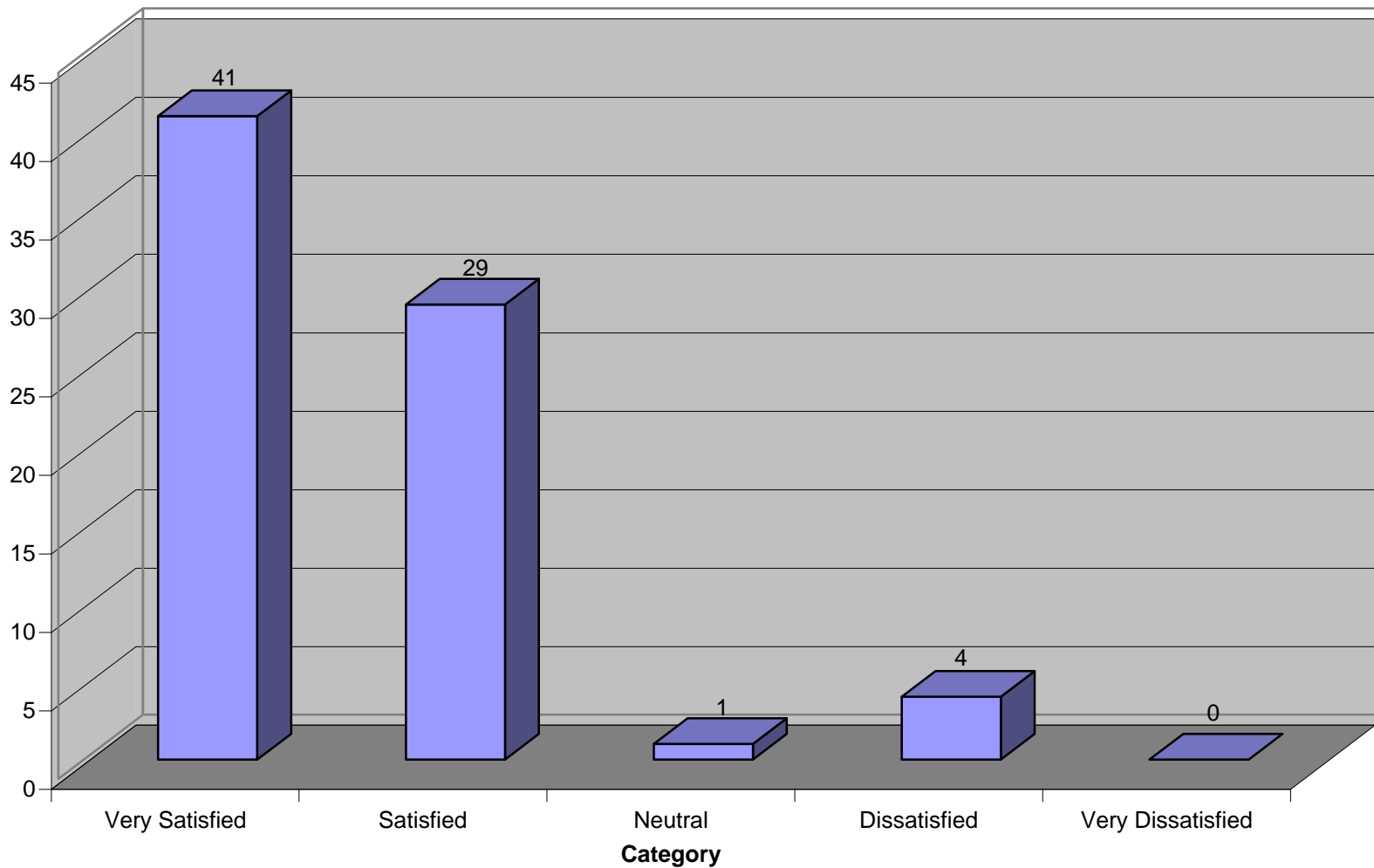
Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied
1	2	3	4	5

Questions/Service Rated	Average Satisfaction Rating
<b><i>Current Services:</i></b>	
Overall quality of services provided by SC-65	4.31
Responsiveness of SC-65 in fulfilling requests, answering questions and fixing IT problems	4.43
<b><i>New Services</i></b>	
Upgraded PC with Rollout of Microsoft 2000	4.17
Network Printing Upgrades	4.46
Standard Suite of Software	4.03
Loaner Pool Upgrades	3.97
Video Teleconferencing Upgrades	4.27
IMSC Upgrades	3.30
Security Management Tracking System	3.43

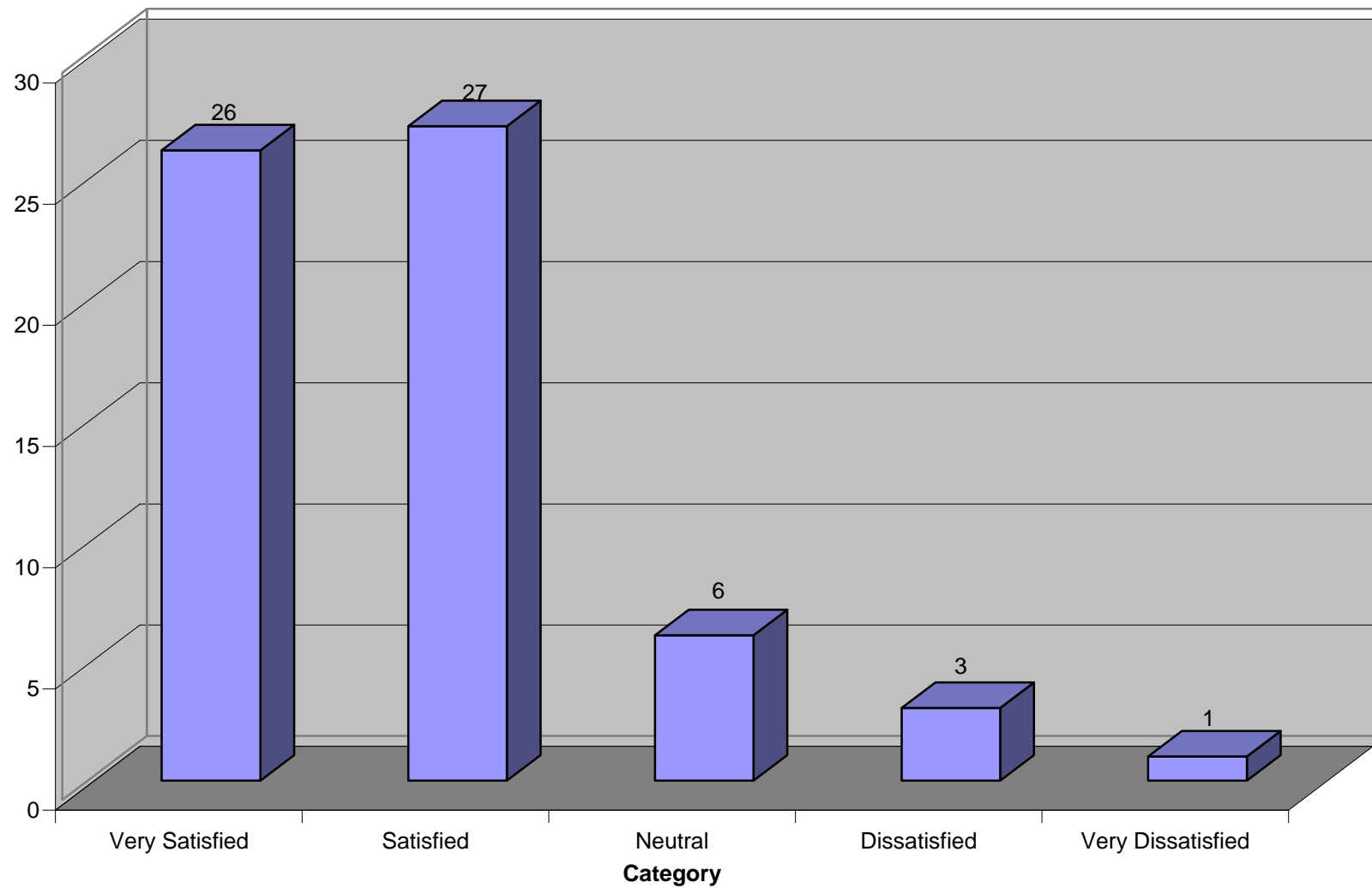
**1. Based on your review of the “Current Services” on the right hand portion of your screen, how would you rate your satisfaction with the overall quality of services provided to SC HQ by the SC Information Management and Technology Division?**



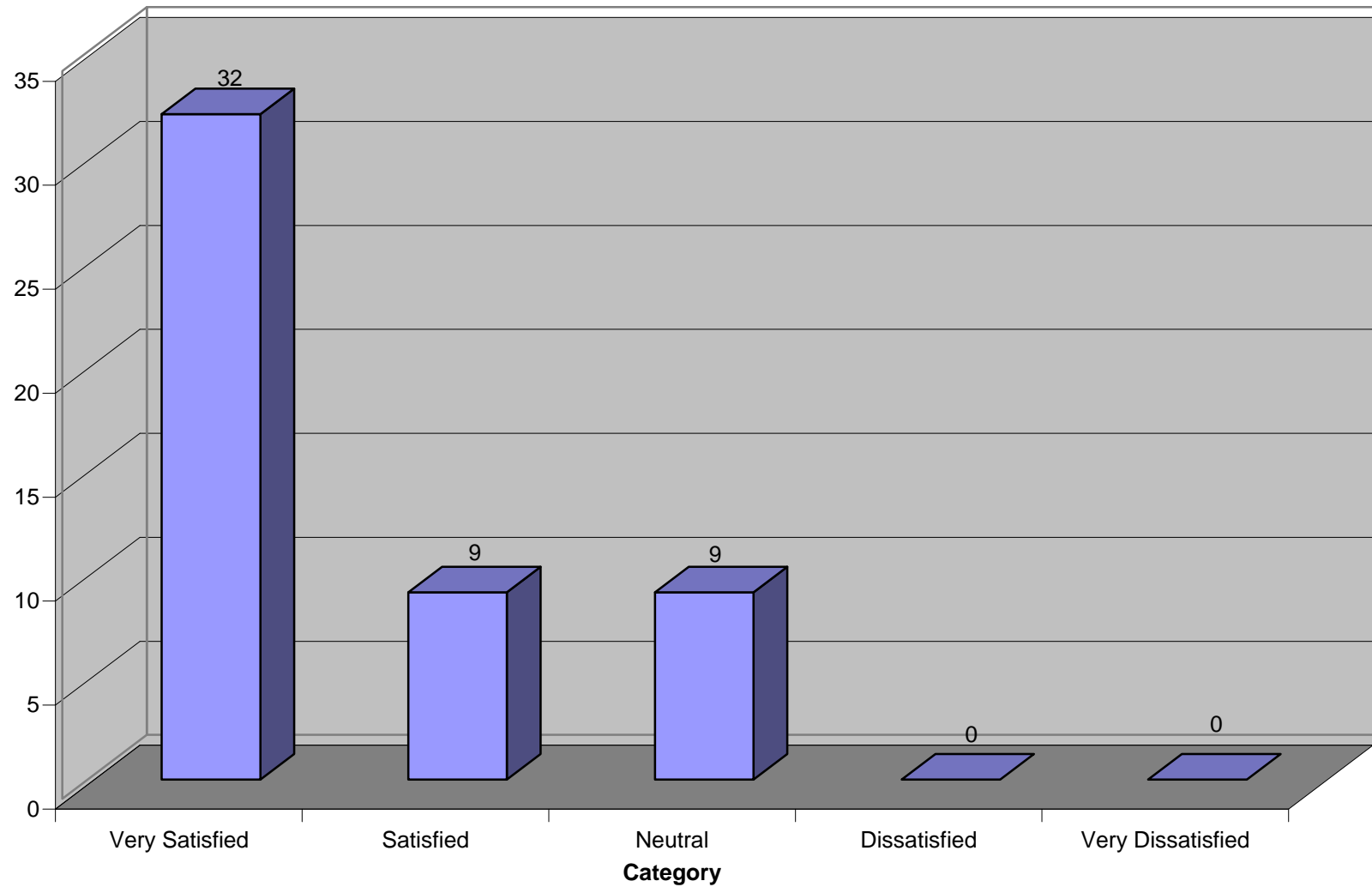
**3. In general, how satisfied are you with the responsiveness of the SC Information Management & Technology Division in fulfilling your requests, responding to your questions, and or fixing IT related problems?**



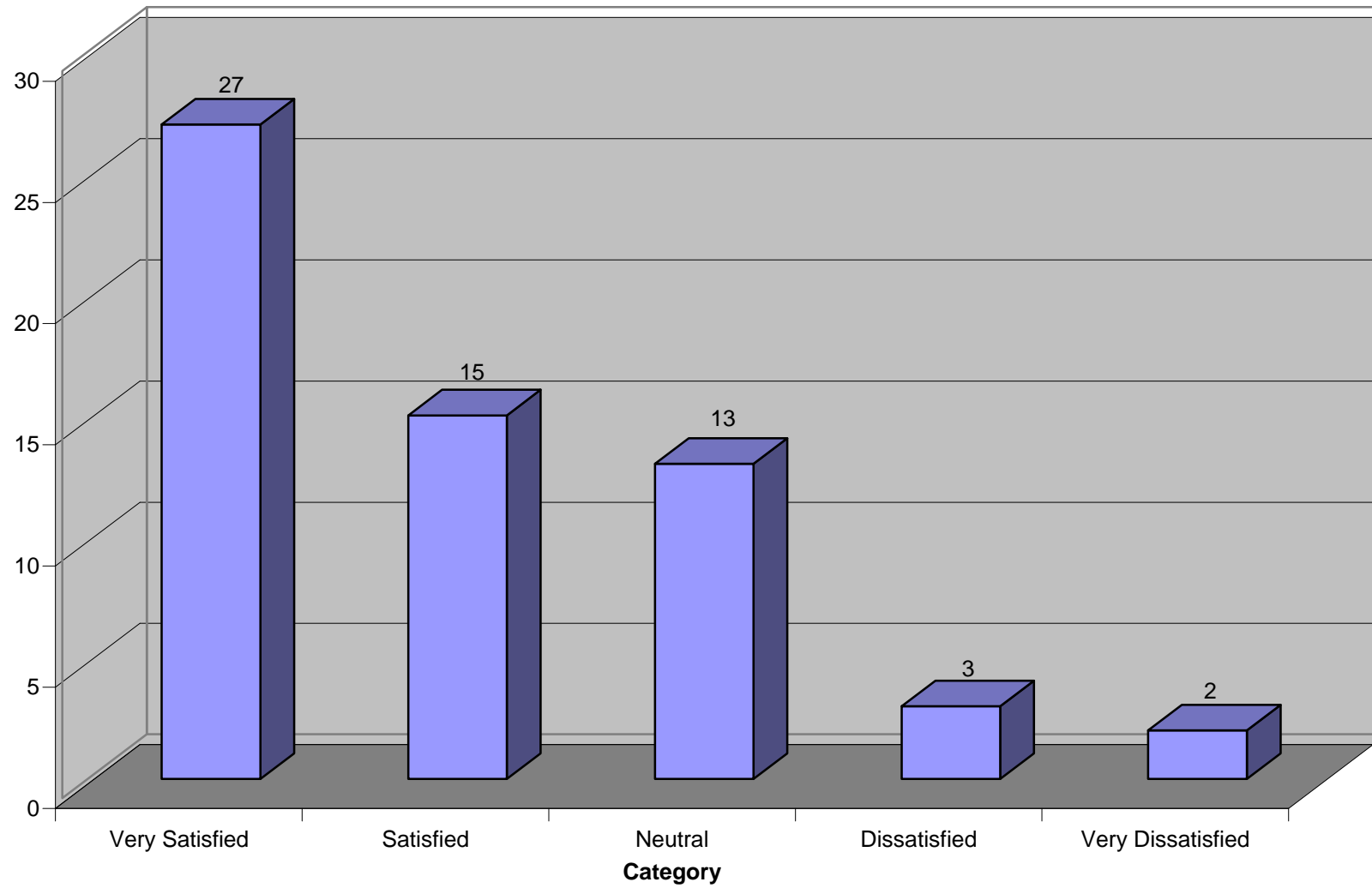
**4. If you received an upgraded PC with the rollout of Microsoft Windows 2000, how satisfied are you with the new equipment?**



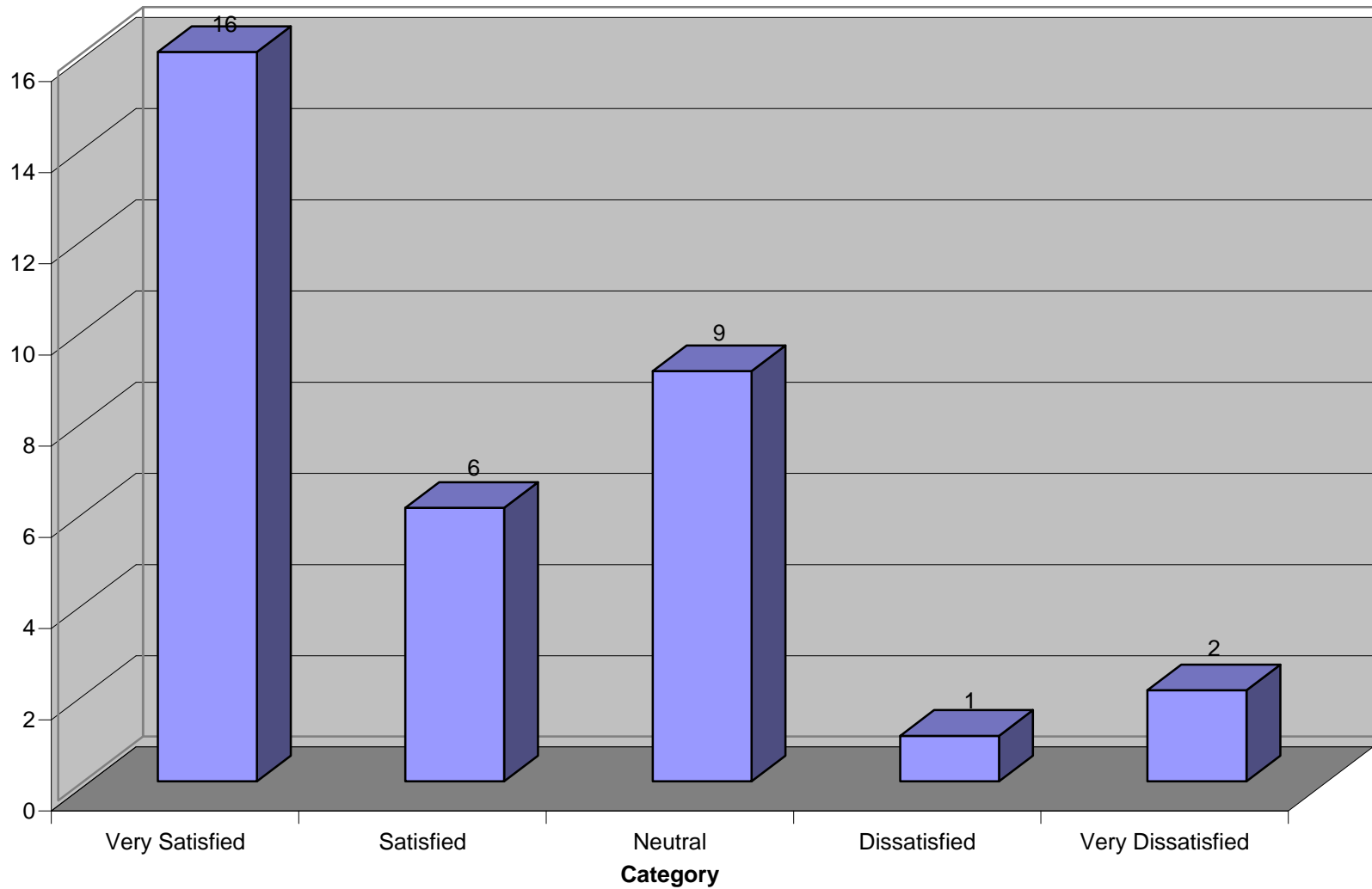
**5. If you have taken advantage of the above-mentioned network printing upgrades how satisfied are you with their performance?**



**If you have taken advantage of the above-mentioned Standard Suite of Software upgrades,  
how satisfied are you with their performance?**

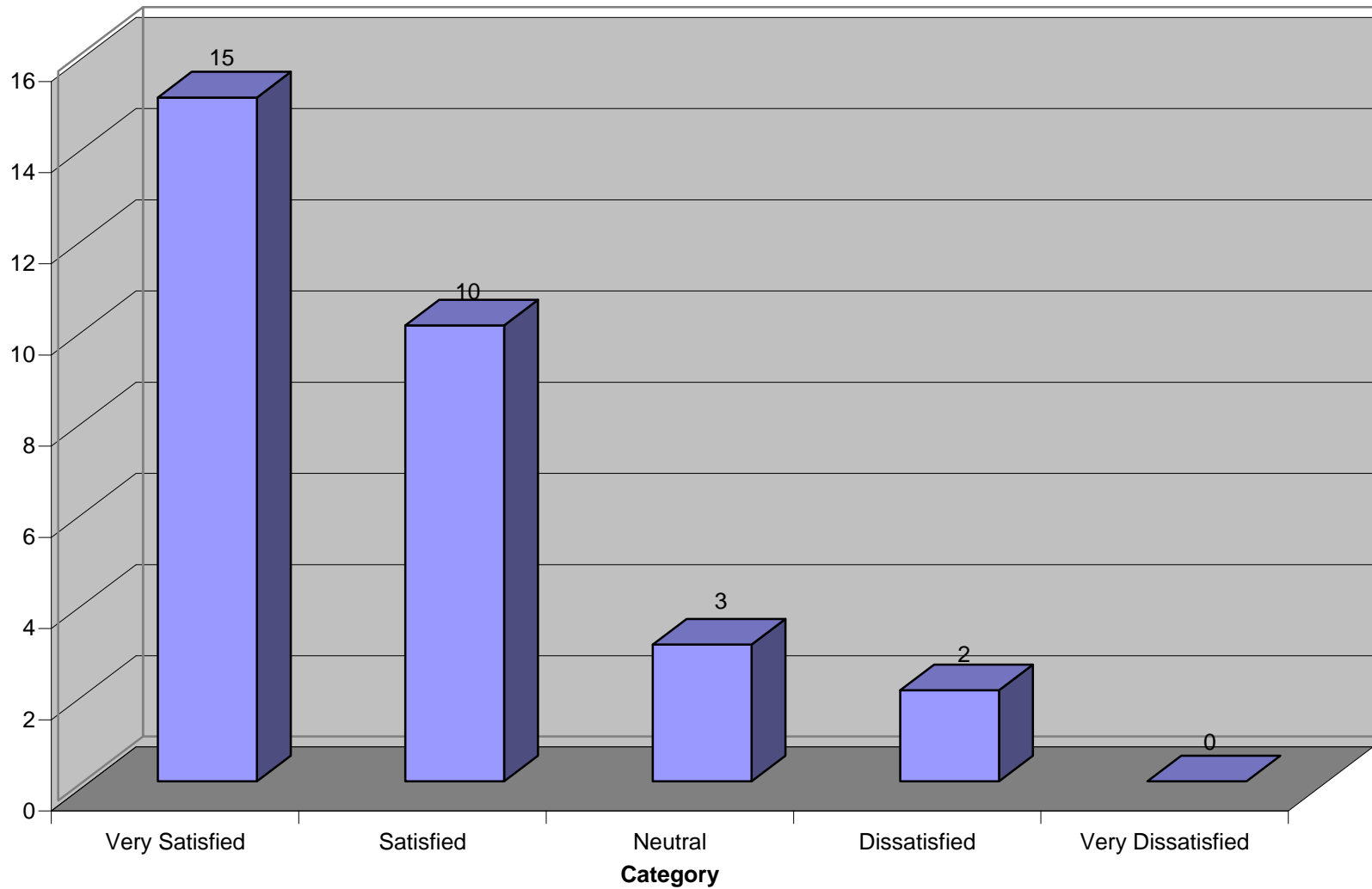


**7. If you have taken advantage of the above-mentioned Loaner Pool upgrades, how satisfied are you with their performance?**

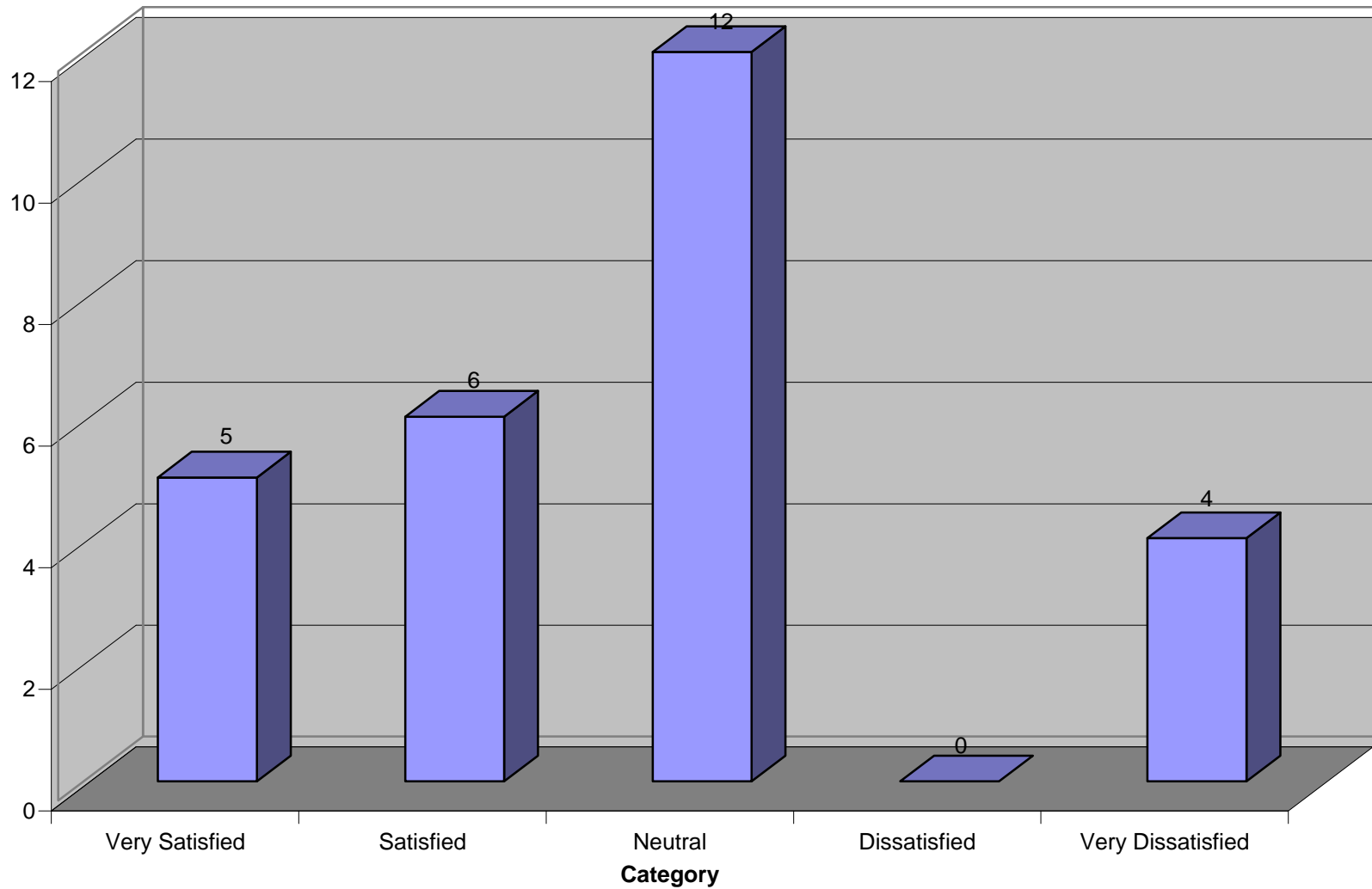




**8. If you have taken advantage of the above-mentioned Video Teleconferencing upgrades, how satisfied are you with their performance?**



**9. If you have taken advantage of the above-mentioned IMSC upgrades, how satisfied are you with their performance?**



**10. If you have taken advantage of the above-mentioned Security Management Tracking System, how satisfied are you with its performance?**

